

Water Quality
Information Resources

Troy Department of Public Works
248-524-3370
Detroit Water & Sewerage Department
313-224-4800
US EPA Safe Drinking Water Hotline
800-426-4791
Oakland County Health Division Laboratory
248-424-7098
Environmental Protection Agency webpage:
www.epa.gov

The Detroit Board of Water Commissioners
holds regular, public meetings at 2:30 p.m. on the
4th Wednesday of each month at the Water Board
Building, 735 Randolph Street in Detroit. Interested
members of the public are welcome to attend. Call
313-224-4800 for information and to confirm
meeting dates and times.

TROY CITY COUNCIL
Mayor Jeanne M. Stine
Mayor Pro Tem Anthony Pallotta
Councilman Henry Allemon
Councilman Martin Howrylak
Councilman Tom Kaszubski
Councilman Louise Schilling
Councilman John Stevens
CITY MANAGER
John Szerlag
PUBLIC WORKS DIRECTOR
William Need
SUPERINTENDENT OF WATER & SEWER
Michael S. Karloff
TROY WATER & SEWER INFORMATION
248-524-3370

Is your dip tube a problem?

- Are you having problems with pressure or flow in your water supply?
Have you found small, white or light green-tinted particles in your aerators or strainers?

If you answered "Yes" to either of these questions, you may have a problem with the dip tube in your water heater.

Dip tubes are long tubes in your water heater that supply cold water to the bottom of the tank. In the past, dip tubes were made of copper, but now they are generally made of plastic.

Dip tubes manufactured between 1993 and 1996 by Perfection Corp., of Madison, Ohio, contain a chemical defect that causes them to deteriorate prematurely. This results in sludge and pieces of plastic tubing accumulating inside your hot water tank. These pieces are eventually flushed out of the tank through the hot water outlet where they clog up your aerators or strainers. The missing dip tube also reduces your supply of hot water.

The average time it takes for these defective dip tubes to fail is 3-5 years depending on water heater operating temperature and water chemistry.

If you find that you have a defective dip tube, you have two options:

- 1) Flush the debris from the heater tank, install a new dip tube and flush the strainers and aerators.
2) Replace the water heater and clean and flush the strainers and aerators.

Listed below are hot water tanks, manufactured between 1993 and 1996, that may have a defective dip tube. Contact them at the toll free phone number for more information or to report a problem.

- A.O. Smith <www.hotwater.com> . 1.800.323.2636
Rheem <www.rheem.com> (Sears and Montgomery Wards) 1.800.621.5622
Bradford White 1-800-523-2931
State (Kenmore, Reliance, Master Plumber, and Penfield)..... 1.800.365.0024
American 1.800.999.9515
Richmond 1.800.432.8373



Annual
Water
Quality
Report

Troy drinking water:
Safe & Healthy

published June 2000

City of Troy
Department of Public Works
500 West Big Beaver
Troy MI 48084

Bulk Rate
Car-Rt Sort
U.S. Postage
PAID
Permit No. 19
Troy, MI 48084

POSTAL CUSTOMER LOCAL

As part of the 1996 Amendments to the Federal Safe Drinking Water Act, the Consumer Confidence Report (CCR) Rule became effective September 1998. The CCR Rule requires all community water systems in the United States to prepare an annual water quality report and deliver it to all the water system's customers. The CCR Rule was published in the Federal Register on August 19, 1998 and can be found at the US Environmental Protection Agency's (EPA) website: www.epa.gov/epahome/rules.html

Troy drinking water comes from the greatest freshwater supply in the world - the Great Lakes. Troy's water source is Lake Huron, the second largest of the Great Lakes. Huron is 206 miles long, 183 miles wide and 750 ft. at its deepest known measure. It holds approximately 850 cubic miles of water. Troy purchases its water from the Detroit Water and Sewerage Department (DWSD). The department's system filters and treats the lake water at its plant in Port Huron before releasing it into the pipes that deliver Troy's water supply.

Within Troy, our water supply system consists of 500 miles of water main, over 5200 isolation valves, six master meter facilities, more than 26,000 water meters to serve our 85,000 residents, businesses and public facilities.

Troy consumes approximately five billion gallons of water

You can expect prompt, courteous response from our personnel to your requests for information and assistance. We confidently present this report to you as scientific evidence that your drinking water deserves high marks for health and quality.

Troy drinking water comes from the greatest freshwater supply in the world - the Great Lakes. Troy's water source is Lake Huron, the second largest of the Great Lakes. Huron is 206 miles long, 183 miles wide and 750 ft. at its deepest known measure. It holds approximately 850 cubic miles of water. Troy purchases its water from the Detroit Water and Sewerage Department (DWSD). The department's system filters and treats the lake wa-

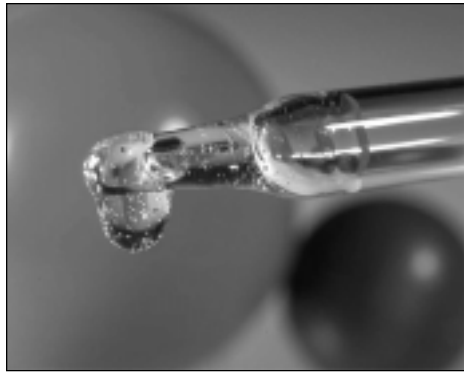
ter at its plant in Port Huron before releasing it into the pipes that deliver Troy's water supply.

Within Troy, our water supply system consists of 500 miles of water main, over 5200 isolation valves, six master meter facilities, more than 26,000 water meters to serve our 85,000 residents, businesses and public facilities.

ter meters to serve our 85,000 residents, businesses and public facilities.

Troy consumes approximately five billion gallons of water

You can expect prompt, courteous response from our personnel to your requests for information and assistance. We confidently present this report to you as scientific evidence that your drinking water deserves high marks for health and quality.



per year. Our goal is to provide a safe, healthy water supply with quality service to our customers.

If you have any questions about this report or Troy water service, please contact the Department of Public Works at 248-524-3370.

Important Information

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk of infection. These people should seek advice about drinking water from their health care providers.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly and infants can be particularly at risk of infection. These people should seek advice about drinking water from their health care providers.

EPA/Center for Disease Control (CDC) guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

The City of Troy offers residents the option to select Automatic Bill Payment to pay their quarterly water bill. The City continues to send a regular billing statement in advance - allowing the resident the opportunity to submit billing inquiries prior to payment. The payments are automatically deducted from your designated personal savings or checking account on the bill's due date.

The City of Troy offers residents the option to select Automatic Bill Payment to pay their quarterly water bill. The City continues to send a regular billing statement in advance - allowing the resident the opportunity to submit billing inquiries prior to payment. The payments are automatically deducted from your designated personal savings or checking account on the bill's due date.

Automatic Bill Payment service is free to the customer and to the City. No more checks to write, postage, late fees or hassles!

For information about this service or an application form,
contact the Treasurer's department at 248-524-3333.

Unregulated contaminants are those for which Environmental Protection Agency (EPA) has not established drinking water standards. The purpose of unregulated contaminant monitoring is to assist EPA in determining the occurrence of unregulated contaminants in drinking water and whether future regulation is warranted.

Term	Definition/Explanation
AL (Action Level)	The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which water system must follow.
MCL (Maximum Contaminant Level)	The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
MCLG (Maximum Contaminant Level Goal)	The level of contaminant in drinking water below which there is no known expected risk to health. MCLGs allow for a margin of safety.
NTU (Nephelometric Turbidity Units)	Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. A guideline limit for turbidity is 1 NTU. For 5 NTU or above, a TT is required.
ppm (Parts per million)	One ppm is equivalent to milligram per liter. A milligram = 1/1000 gram. (One ppm is the equivalent of one second in 11.5 days)
ppb (Parts per billion)	One ppb is equivalent to microgram per liter. A microgram = 1/1000 milligram. (One ppb is the equivalent of one second in 32 years)
TT (Treatment Technique)	A required process intended to reduce the level of a contaminant in drinking water.
TTHM (Total Trihalomethanes)	A family of four (4) halogenated organic chemicals. Reporting is based on running annual average
N/A (Not Applicable)	Not Applicable
≥	More than or equal to

Lake Huron Water Treatment Plant										
Contaminant	Test Date	Units	Health MCLG	Goal	Allowed Level MCL	Detected Level	Range Low High		Major Sources in Drinking Water	Violation
Regulated Inorganic Chemicals										
Chromium	1993	ppb	100		100	0.69	0.470	0.69	Discharge from steel and pulp mills; Erosion of natural deposits.	No
Copper	1995	ppm	1.3		AI = 1.3	0.0014	0	0.0014	Corrosion of household plumbing systems Erosion of natural deposits; Leaching from wood preservatives.	No
Selenium	1995	ppb	50		50	3.70	2.300	3.70	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines.	No
Barium	1993	ppm	2		2	0.019	0.004	0.019	Discharge from drilling wastes; Discharge from metal refineries; Erosion of natural deposits.	No
Nitrate	10/1999	ppm	10		10	0.24	N/A	N/A	Runoff from fertilizer use; Leaching from septic tanks; sewage; Erosion of natural soils.	No
Fluoride	10/1999	ppm	4		4	1.13	N/A	N/A	Erosion of natural deposits; Water additive which promotes strong teeth; Discharge from fertilizer and aluminum factories.	No
Disinfection By-products Quarterly Monitoring in District										
TTHM	3/99-12/99	ppb	N/A		100 (80*)	15.30	8.3	41.30	By-product of drinking water chlorination	No
Turbidity - Monitored every Four Hours at Plant Finished										
Turbidity	1999	NTU	N/A		TT of 5 NTU	0.40	0.00	0.52	Soil runoff	No
Lowest monthly % of samples meeting turbidity limits of 0.5 NTU (minimum is 95%) = 99.5% Turbidity is a measure of the cloudiness of water. It is monitored it because it is a good indicator of the effectiveness of the filtration system. For turbidity levels 5NTU or above, a treatment technique (TT) is required.										
Unregulated Contaminants										
Chloroform	3/99-12/99	ppb	0.0*		n/a	8.0	3.2	29.0	By-product of drinking water chlorination	No
Bromodichloromethane	3/99-12/99	ppb	0.0*		n/a	5.1	3.4	9.2		No
Dibromochloromethane	3/99-12/99	ppb	60*		n/a	2.2	1.6	3.2		No
The City of Troy tests the water system at customer taps for plumbing system; erosion of natural deposits; leaching from * Future MCLG and MCL will become effective December										